

Ports Operating Policy (POP) Ports Feedback Policy



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1. Document Amendment Record

The following table records the complete history of the successive issues of the present document.

Issue Number	Issue Date	Reason For Amendment	Amendment Requested / changed by	Pages Affected
	01/11/2022	Initial issue encompassing previously separate airport and harbour complaints procedures, and to tie in with the States of Guernsey feedback policy	Ross Coppolo, Chief Operating Officer	All
1	01/2023	Feedback Policy complete update	Mal Mechem	All

2. Purpose

Guernsey Ports is committed to delivering professional, efficient and effective services to the highest possible standards. We are always keen to hear the views of our customers about our performance; what we get right and where we can make improvements.

We recognise that we do not always meet the high standard of service that we have set ourselves and ultimately, a standard of service that our customers expect.

We are especially keen to hear about such instances, since they provide us with an opportunity to implement any lessons learnt from feedback to improve our service and customer experience.

How Guernsey Ports handles your feedback is extremely important. This document describes the process to be followed if you intend to offer feedback or make a complaint.

3. Who can give feedback?

Anyone who visits Guernsey's Ports or uses our services across Guernsey's Ports can give us feedback. Whether it's a compliment, complaint, or general comment, we are interested in your experience. Alternatively, if you would like to provide us with suggestions for any improvement, all feedback will be welcomed.

Examples of the feedback we can investigate:

- Dissatisfaction with the way in which a member of Airport/Harbour staff treated you.
- A concern over the operation of an aircraft/sea carrier.
- A perceived failure in concessionaire activities (e.g., retail, cleaning, security).

We aim to respond to any feedback, in which a response is requested, within twenty working days.

Please note: Should you have any feedback (compliment, complaint or general comment) about the services provided by our business partners (air or sea carriers) you should contact them directly providing a copy to Guernsey Ports if deemed appropriate.

4. Our Commitment to Customers

We are committed to providing a high standard of service to all customers. As a customer of Guernsey Ports, you have the right to be treated fairly and considerately when using any of our services whether in person, by phone, in writing or by our online feedback form.

When dealing with all customers, we will:

- Be welcoming, fair, responsive and courteous in the delivery of any feedback.
- Be friendly and accessible.
- Understand your needs.
- Be professional.
- Respect confidentiality.
- Respond effectively to all your feedback / complaints and use the feedback to continually improve our services.

In return, we ask that our customers are courteous and respectful towards us and provide the information we need to deliver our services.

5. How do I give a compliment, make a comment or complaint?

You can provide feedback in several ways:

1. Online

By visiting the Guernsey Ports website (ports.gg) and filling out the customer feedback form.

This is our primary method for any feedback as this can be done at your convenience. It also makes sure your feedback is captured and directed to the appropriate department.

2. By Post

You may choose to write to us with your feedback.

Please include Guernsey Ports feedback on the envelope and post to:

Guernsey Ports

La Villiaze

Forest

Guernsey

GY8 ODS

3. By email

We recommend that you fill out the appropriate online customer feedback forms on the Guernsey Ports website (see point 1 ref online).

6. Complaints

It is important that a fair process is carried out in the event of a complaint being made by a customer and, where possible, in a consistent manner across the Ports. Please bear in mind that the nature and seriousness of the complaint may have a bearing on how a complaint is handled.

Please note that Guernsey Ports cannot deal with objections to our policies under this complaints procedure. In such cases, we will note your objections and pass them on to the relevant policy makers, normally the States Trading Supervisory Board.

If Guernsey Ports fails to provide the quality of service you expect, we will:

- Ensure that making a complaint is as easy as possible.
- Treat the matter seriously from the outset.
- Deal with it promptly, politely, and if possible, informally.
- Include in our response to a justified complaint, an apology if appropriate, an explanation of how we will improve our performance in the future.
- Record the complaint on our feedback monitoring system.

7. Complaints processes

The four steps below explain how your complaint should be handled by our staff.

Step 1 – Informal resolution

If you're happy to do so, before making a formal complaint, try talking to members of staff who you've been dealing with to resolve the matter. If you'd prefer, ask to speak to their line manager. Every effort will be made to resolve the matter as quickly as possible by members of that team.

This is often the quickest and easiest way to address your concerns. If you speak to staff directly, we may be able to respond to your complaint immediately.

If you are not satisfied with the outcome of Step 1, you can make a formal complaint by filling out our online customer feedback form.

Step 2 – Lodge a formal complaint

If we were not able to reach a satisfactory informal resolution with you, as per step 1, we ask that you go to the appropriate website and fill out a customer service feedback form. However, if this is not possible to do online, you can submit feedback by post (please refer to section 5).

Once the complaint has been received, an initial review will be carried out by the relevant department. We will aim to respond to you in writing within twenty working days. If we need more time to complete the review, we will let you know.

If you are not satisfied with the outcome of Step 2, you will be asked if you would like to escalate your complaint further.

Step 3 – Escalation of your formal complaint to the Ports Chief Operating Officer

If you are not satisfied with the response you receive under step two of these procedures, you should write (letter or e-mail) to the Ports Chief Operating Officer, using the following address:

Guernsey Ports feedback

Chief Operating Officer

Guernsey Ports

La Villiaze

Forest

Guernsey

GY8 ODS

E-mail: airport@gov.gg

The Chief Operating Officer will follow up the complaint gathering as much information as possible. On completion of the investigation into the complaint, a written response will be sent. Our target for replying to formal complaints at this stage of the procedure is twenty working days from the date of receipt. If it is not possible to give you a full reply within this time, we will send you an interim acknowledgement within seven working days, telling you what is being done to deal with your complaint, and when you can expect the full reply.

Step 4 - Review by the Managing Director of States Trading Assets

If you are not satisfied with the response under step three, you should write to the Managing Director of States Trading Assets using the address below. The Managing Director will check that the step three procedure has been completed and ask the Ports Chief Operating Officer to review the considerations already given to the matter. The Managing Director will then consider the matter again. The Managing Director aims to respond fully to step three complaints within twenty working days of receipt. If this is not possible, they will write (letter or e-mail) to let you know what is being done to deal with your complaint and when you can expect the full reply.

Brickfield House
St Andrew
Guernsey
GY6 8TY

E-mail: tradinggroup@gov.gg or telephone 01481 222044

This will be the States Trading Supervisory Board's final response to you under these procedures.

8. Anonymous complaints

When you provide feedback, we encourage you to give us your contact details in case we need to get in contact with you. However, please be aware that complaints received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation.

9. General conduct (applicable at all times)

We believe that complainants have a right to be heard, understood, and respected. All staff should work hard to be open and accessible to everyone. Should a customer have a complaint, our aim is to help to resolve this as quickly as possible.

However, Guernsey Ports will not tolerate customers:

- Using foul, abusive, or offensive language such as swearing or remarks that are discriminatory.
- Making threats or unreasonable demands towards employees.
- Personally criticising a member of staff.
- Discriminating against any employee on the grounds of race, colour, age, religion or political beliefs, disability or illness, gender, marital status, sexual orientation, class, learning difficulty, appearance, or employment status.
- Engaging in any form of harassment.
- Unsubstantiated allegations.

10. Data Protection

The personal data that you provide is required if you wish to receive a response to your feedback or complaint. To ensure that your personal data is provided to the relevant business partner (air & sea carriers, security provider etc.) you will need to tick the appropriate consent box located on the feedback form. If you do not wish to receive a response, you are not required to provide any contact information and your feedback will be treated as anonymous.

Any personal data will be processed in accordance with the Data Protection Law (Bailiwick of Guernsey) 2017.

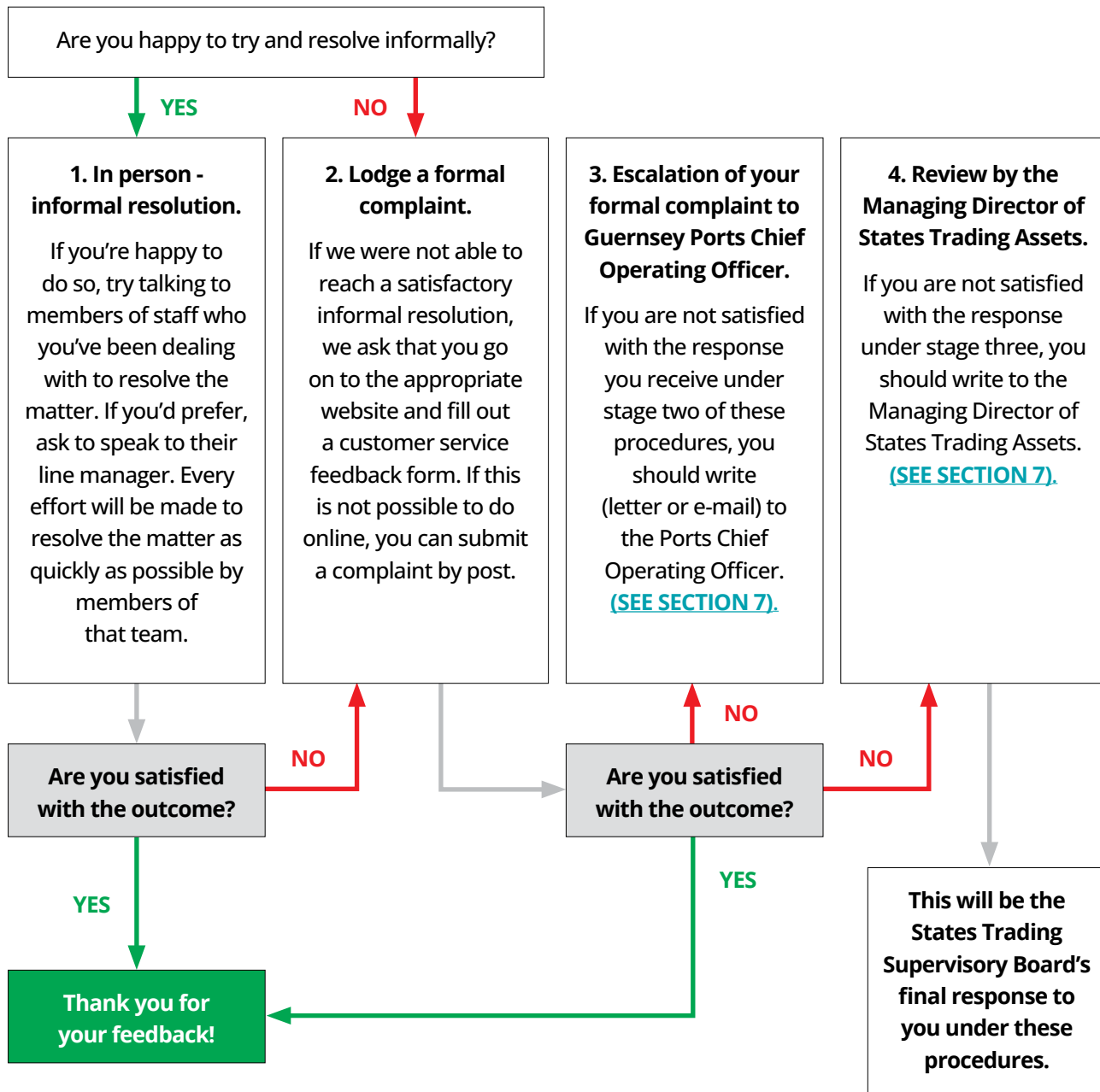
For full details of our Privacy Policy and how we look after your data please visit the Guernsey Ports website. If you do not have access to the internet please contact us and a paper copy will be provided.

11. Recording/Monitoring

Complaints are recorded on the Ports feedback register. An important tool that allows us to learn about the services we provide - alongside data provided by surveys, user feedback and focus groups. It provides a useful source of information about how individuals see our services and how we are serving them. To ensure we can learn from complaints, the following data will be collected:

- Name/email address/telephone number (if supplied).
- Nature of complaint.
- Name of person/department dealing with the complaint.
- Date of complaint and response.
- Complaint reference number.
- Action(s) taken/recommendations made in response to the complaint and any lessons learnt.
- Feedback will be supplied to the complainant, once the investigation/outcome becomes available.

Appendix 1, Complaints procedure





GuernseyPorts

YOUR GATEWAYS TO THE CHANNEL ISLANDS